

Housing and Council Tax Benefit - Assessment of Performance Against DWP Standard

CPA score matrix

Enabler	Performance Measures			
	1	2	3	4
1	1	1	2	2
2	1	2	3	3
3	1	2	3	4
4	1	2	3	4

Due to the complexity of analysing the Performance Standard data this information will be reported for the quarter prior to the most recent quarter.

Q1 & Q2 SCDG Score

Performance Measures

Performance is measured against an expected national standard.

Module	Measure	Description	Weighting	Quarter 1		Quarter 2	
				Result	Grade	Result	Grade
Claims Administration	PM1	Time to process new claims	15%	22.86 days	4	18.97 days	4
	PM2	New claims still outstanding after 50 days	7%	0.00%	4	0.00%	4
	PM3	% New claims assessed within 14 days	5%	97.75%	3	97.97%	4
	PM4	% New private sector claims paid on time	5%	98.37%	4	98.17%	4
	PM5	Average time to process changes of circumstances	12%	9.27 days	3	7.11 days	4
	PM6	% claims calculated correctly	6%	97.60%	3	98.40%	3
	PM7	% Current year HB overpayments recovered	n/a	63.36%	n/a	68.47%	n/a
	PM8	Total % of HB overpayments recovered	n/a	12.06%	n/a	13.72%	n/a
	PM9	% of HB overpayments written off	n/a	0.01%	n/a	2.32%	n/a
Overall assessment for claims administration					4		4
Security	PM10	% of reductions in benefit compared to DWP target	14%	28.53%	4	53.73%	4
	PM11	% potential frauds from HBMS resolved in 2 months	12%	100%	4	100.00%	4
	PM12	% of visits carried out against target	n/a	-	-	-	-
	PM13	Number of fraud referrals received (per 1,000 cases)	n/a	8.35	n/a	8.5	n/a
	PM14	Number FTE fraud investigators employed (per 1,000 cases)	n/a	0.17	n/a	0.16	n/a
	PM15	Number of fraud investigations completed (per 1,000 cases)	n/a	7.68	n/a	6.56	n/a
	PM16	Number of successful sanctions (per 1,000 cases)	n/a	1.67	n/a	2.95	n/a
Overall assessment for security					4		4
User Focus	PM17	% of initial appeals considered in 4 weeks	4%	100.00%	4	87.50%	4
	PM18	% of appeals submitted to appeals service within 4 weeks	7%	100.00%	4	100.00%	4
	PM19	% of appeals submitted to appeals service within 3 months	4%	100.00%	4	100.00%	4
Overall assessment for user focus					4		4

Current overall performance score			4		4
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Enablers

Enablers are simply measured as being in place or not in place.

Module	Number of Enablers	Quarter 1				Quarter 2			
		Number Achieved	% Achieved	Module score	Weighted %	Number Achieved	% Achieved	Module score	Weighted %
Claims Administration	16	9	56.25%	3		10	62.50%	3	
Security	21	19	90.47%	4		19	90.47%	4	
User Focus	12	4	33.33%	2		6	50.00%	2	
Resource Management	16	13	81.25%	4		13	81.25%	4	
Overall Percentage					68.53%				73.22%

Conversion of % to score is as follows:

0% to 25% = 1
 26% to 50% = 2
 51% to 75% = 3,
 76% to 100% = 4

Current enabler score		3		3
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